Home Help Individual Provider Training

August 16,2023



"Working to protect, preserve and promote the health and safety of the people of Michigan by listening, communicating and educating our providers, in order to effectively resolve issues and enable providers to find solutions within our industry. We are committed to establishing customer trust and value by providing a quality experience the first time, every time."

-Provider Relations

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Home Help Individual Provider Overview

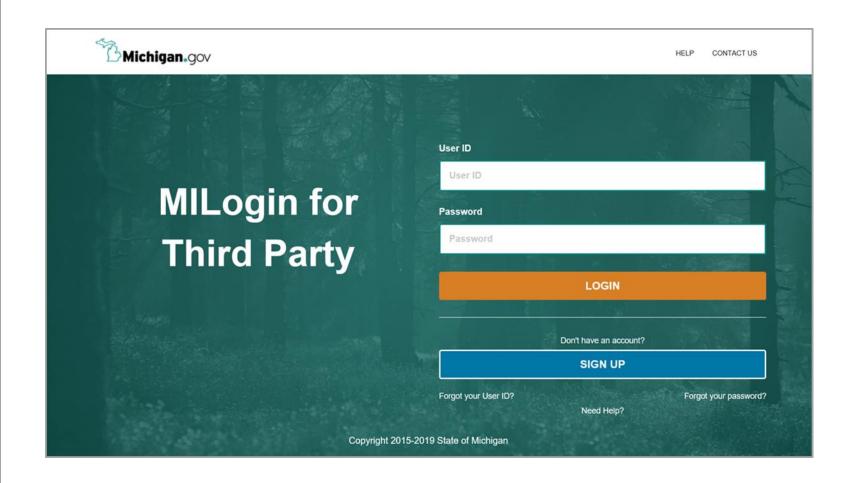
A home-help individual provider is defined by MDHHS as a direct care worker or caregiver. The individual provider provides personal care services to an MDHHS Home Help beneficiary.

Medicaid Provider Manual



MILogin Reminders

- A MILogin user ID and password are required to subscribe and access the Community Health Automated Medicaid Processing System (CHAMPS) application.
- How to access: https://MILogintp.Michigan.gov
- MILogin Instructions <u>PDF</u>
 - Register for a MILogin account
 - CHAMPS
 - Update Profile
 - Update Security Options
 - MILogin Forgot user ID and Password Instructions PDF



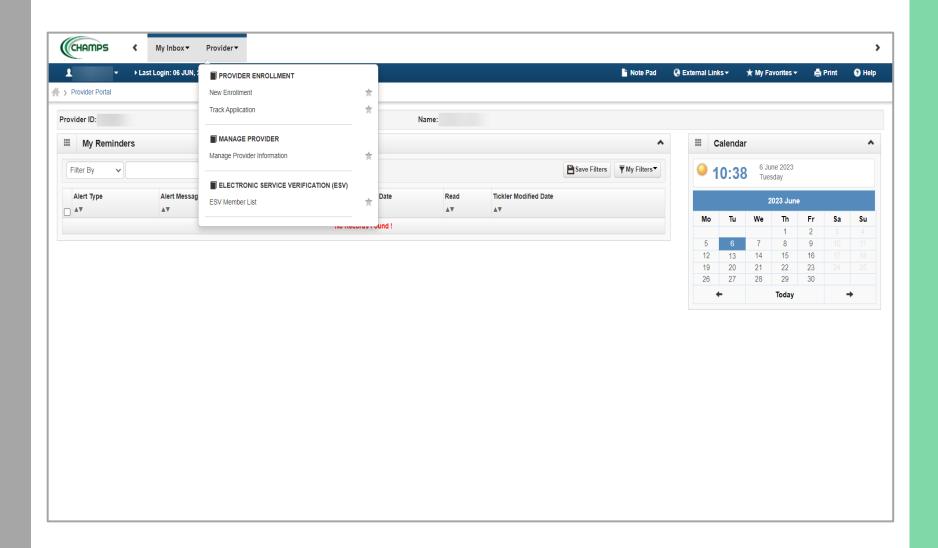


Home Help Individual Provider Overview

Provider Enrollment Subsystem or Tab

- Provider Enrollment
 New Enrollment

 Track Application
- Manage Provider
 Manage Provider Information
- Electronic Service Verification (ESV)ESV Member List





Revalidation & Modification

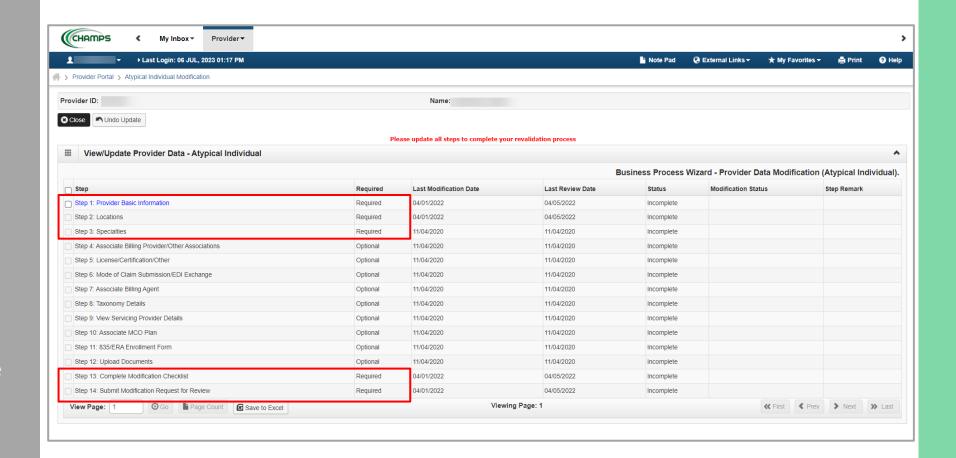
All providers are required to revalidate their Medicaid enrollment information a minimum of once every five years, or more often if requested by MDHHS.

Providers must notify MDHHS within 35 days of any change to their enrollment information. Please note updating or changing CHAMPS information is also referred to as a CHAMPS modification.



Revalidation

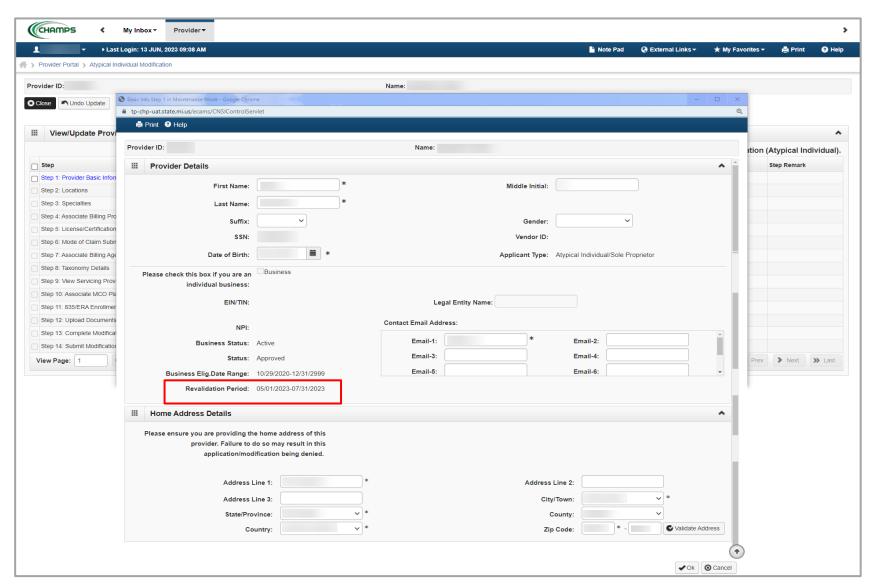
- Required steps must be completed during revalidation.
- Revalidation
 - Revalidation Instructions
 - Quick Reference Guide
- Individual instructions for each revalidation step, along with brief video tutorials, can be found on the Home Help website, on the Individual Provider page, under CHAMPS
 Instructions & Information





Revalidation

- Within step 1: Provider Basic
 Information providers can
 view their current
 Revalidation Period.
- Revalidation
 - Revalidation Instructions
 - Quick Reference Guide





Modification

- Correspondence and Location addresses must be updated in CHAMPS
 - Address Modification Instructions PDF
- Pay To Address Change Instructions PDF
 - To update the Pay to address currently on file in CHAMPS, send a letter with the following information:
 - Attention: Provider Enrollment.
 - I want to change my CHAMPS "Pay To" Address.
 - The updated/changed Address.
 - The CHAMPS Provider ID and Phone Number.
 - Sign and date the letter.
 - Email to <u>MSAHomeHelpProviders@michigan.gov</u>



Electronic Service Verification (ESV) & Payment

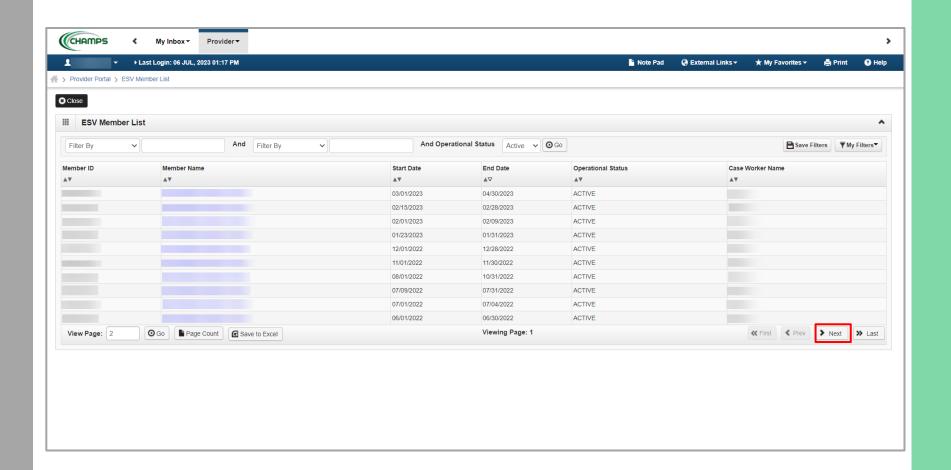
Once services have been authorized and provided providers can submit a monthly Electronic Service Verification (ESV) either in CHAMPS or using the MyCare Visit Application.

Payments can be released when authorizations are in the system, the beneficiary is eligible, and an ESV has been submitted.



ESV Member List

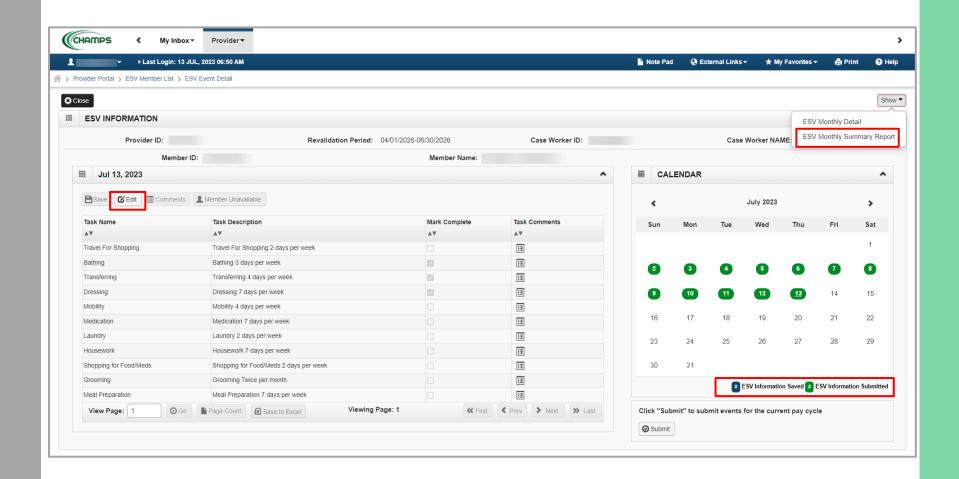
- CHAMPS ESVInstructions PDF
 - For April 2022 ongoing PDF, Recording, FAQ
 - Quick Reference Guide PDF
- The ESV member list displays the beneficiaries/clients that have been authorized to the Individual home help provider.
 - To view additional beneficiaries/clients that are authorized click the 'Next' button.





ESV Member List

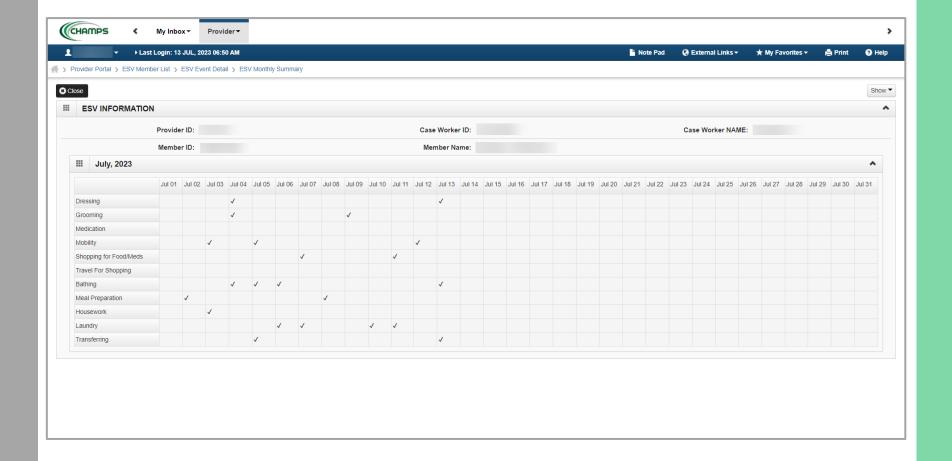
- The calendar will display tasks that have been saved, shown in blue, and what has been submitted, shown in green.
- To edit already submitted tasks click the 'Edit' button.
- Instructions on how to edit a saved ESV





ESV Member List: Monthly Summary Report

- After selecting the monthly summary report the month or portion of the month of services will be displayed.
- Providers can review which tasks have been previously saved or submitted for the month.





Payment

- Home Help PaymentSchedule 2023
- Click here for a map of county offices

- If your logged services are not received by MDHHS by 1 pm on ANY Friday it will delay your payment by an additional week.
- Allow ten days from the issue date to allow the postal service to deliver your payment in the mail. If you didn't get your payment or the payment was lost, you will need to contact the Adult Services Worker.
- If your payment has been canceled, allow six weeks for the Adult Services Worker to determine if payment will be reissued.



Electronic Visit Verification (EVV)

Learn More About EVV in Michigan by visiting Electronic Visit Verification (michigan.gov)



Electronic Visit Verification (EVV)

Learn More About EVV

- Stakeholder and Partner Meetings
- 21st Century Cures Act
- Definitions
- Impacted Programs
- Privacy

To receive email alerts and notifications sign up for the **EVV**

Listserv

Your questions and feedback regarding EVV are encouraged. Please send us your questions or provide feedback

Email: MDHHS-EVV@Michigan.gov

What is EVV?

• Electronic Visit Verification (EVV) is a validation of the date, time, location, type of personal care or home health care services provided, and individual(s) providing and receiving services. This information helps to ensure that beneficiaries, clients, or participants receive the expected care.

EVV in Michigan

 The Michigan Department of Health and Human Services (MDHHS) awarded a \$11.3 million, five-year IT contract to HHAeXchange to provide an EVV system that includes data collection, data aggregation, and a pre-billing module to support MDHHS and its providers. <u>Press Release: MDHHS Launching Electronic Visit</u> <u>Verification System</u>.

A timeline of when EVV will be rolled out in Michigan has not been established yet. MDHHS will continue to keep caregivers, providers, and beneficiaries informed of all EVV updates and changes.

No action is required at this time.



Provider Resources



Learn more about the benefit changes and how you could be impacted by visiting www.Michigan.gov/2023BenefitChanges



MDHHS Home Help website: www.Michigan.gov/HomeHelp



MDHHS has partnered with GetSetUp to provide hundreds of live online classes with multiple topics including technology www.getsetup.io/category/technology



Contact Us

Email: <u>ProviderSupport@Michigan.gov</u>

Phone: 1-800-979-4662



Thank you for participating in the Michigan Medicaid Program

